

Date: 16 January 2019

Our reference: **FOIRQ5605**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

**Your Request and Our Response (in bold)**

**Please see our response to your following request to Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust'):**

*Please confirm the manufacturer of your telephony system(s) that are currently in place?* **VOIP - Call Manager, Contract Centre Express, CISCO Unified Attendant Console, I&M Presence Server**

*When was the installation date of your telephony equipment?* **2014/15**

*Who maintains your telephony system(s)?* **In-house**

*Please confirm value of the initial project and value of annual support/maintenance services (in £)?* **Unknown – The information is not centrally recorded as the initial project was procured by a different ICT management team, possibly using a different procurement system and managed in another way with different suppliers. To establish whether the information is held, it would mean having to conduct a wide search of all the systems and records within our ICT department, including having to engage other teams and department to carry out their own searches, which is estimated to exceed the 18 hour cost limit stipulated for processing a request for information under the Freedom of Information (FOIA) Act 2000. We have already reached the cost limit in responding to your request for information. Your request exceeds the cost limit and therefore exempt under Section 12(1) (Cost Limit) of the FOIA. Please see note\*\***

**Please note: \*\*Section 12(1) of the FOIA allows the Trust to refuse a request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for Section 12 purposes is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 - SI 2004 No. 3244 ('Fees Regulation').**

Under regulation 3 of the Fees Regulation the appropriate cost limit for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded, if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

- determining whether the information is held
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

*When is your contract renewal date?* **N/A**

*Please confirm the manufacturer of your Contact centre system(s) that are currently in place?* **The Trust does not have contact centre system**

*When was the installation date of your contact centre infrastructure?* **N/A**  
*Who maintains your contact centre system(s)?* **N/A**

*Please confirm value of the initial project and value of annual support/maintenance services (in £)?* **N/A**

*How many contact centre employees/agents do you have?* **N/A**  
*When is your contract renewal date?* **N/A**

*Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?* **Blue Jeans**

*How many employees do you have overall within your organisation?* **At the time of receiving your request, we substantively employed a workforce of 5001 (4663.4 Full time equivalent.) of 30 November 2019.**

*Who currently provides your calls and lines?* **BT**

*What is your current annual spend on calls and lines?* **£157.5K (approx)**

*When is your contract renewal date?* **Yearly renewals**

*Are you using SIP or ISDN?* **ISDN (GOSH does have SIP for other connections)**

*Do you use a wide area network?* **No**

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

Re-use of information

The information provided is Trust copyright. You may re-use this Great Ormond Street Hospital for Children NHS Foundation Trust copyright information in accordance with the Open Government Licence:

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/2/>

(Please note that re-use of personal data is not allowed under this license.)

For information which is not Great Ormond Street Hospital for Children NHS Foundation Trust copyright, e.g. external websites, please contact the named party directly.

Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your rights – see next page]**

### **Your Rights**

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Fax: 01625 524510